

## INTERNAL SERVICE FUNDS OVERVIEW

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**Internal Service Funds** are used to budget for the costs of goods or services provided by one division or service center to other divisions for the City on a cost reimbursement basis. Included in the Internal Service Funds are:

### **Health Insurance**

This fund accounts for the City's self-insurance for health benefits for City employees, their dependents and retirees. The impact of rising health care across the nation has contributed to the rise of health care benefits locally. Costs for the Health Insurance Service Center have increased by 2.26% from the FY 2005 Budget.

### **Printing & Mail**

Printing and Mail is the centralized operation that provides printing and mail services to City government agencies. The FY 2006 budget proposes a decrease of 5.02% in total expenditures from the FY 2005 Budget. The decrease is an effort to be the most cost efficient to meet City Government needs. A substantial part of the decrease is due to supply and service contracts re-negotiated.

### **Vehicle Maintenance**

This fund accounts for the maintenance and repair of all City vehicles and equipment, except Fire Services and Public Works Heavy equipment. Vehicle Maintenance continues to be cost effective while providing maintenance and repairs. The FY 2006 budget proposes an increase of 0.51% from the FY 2005 Budget.



# HUMAN RESOURCES

# HEALTH INSURANCE

## DESCRIPTION

*To provide high-quality and cost-effective benefit programs that are responsive to the needs of the employees, retirees, and City and to market those programs.*

## OPERATING BUDGET

Category	FY 2004 Actual	FY 2005 Forecast	FY 2005 Budget	FY 2006 Adopted
Operating Revenue	73,933,822	81,240,000	81,245,000	87,998,000
Personal Services	515,716	620,000	470,000	744,000
Supplies/Services	4,775,528	3,829,000	4,500,001	4,595,000
Claims Incurred	66,020,291	68,706,000	76,332,766	77,805,000
Gross Operating Expenses	71,311,535	73,155,000	81,303,122	83,144,000
Expense Recoveries	(3,920)	0	(58,122)	0
Total Operating Expenses	71,307,615	73,155,000	81,245,000	83,144,000
Operating Net Income (Loss)	2,626,207	8,085,000	0	4,854,000



# GENERAL SERVICES

# PRINTING/MAIL

## DESCRIPTION

*Printing/Mail provides quality services to all City Government centers in the most cost efficient and expeditious manner to meet the customers' needs.*

## OPERATING BUDGET

Category	FY 2004 Actual	FY 2005 Forecast	FY 2005 Budget	FY 2006 Adopted
Personal Services	339,020	322,292	392,895	391,993
Supplies/Services	650,633	275,453	354,725	325,925
Inventory	711,092	520,937	640,000	600,000
Capital	13,500	0	0	58,000
Transfer to Fixed Assets	0	0	0	(58,000)
Total Expenditures	1,714,246	1,118,682	1,387,620	1,317,918
Charges for Services	(1,389,288)	(1,229,926)	(1,387,620)	(1,317,918)
Operating Income (Loss)	(324,957)	111,244	0	0
Funded Staffing Level	19	9.02	11.00	11.00

## FY 2006 GOALS, OBJECTIVES & PERFORMANCE MEASURES

Goal	Objective	Performance Measure	Actual FY 04	Estimated FY 05	Adopted FY 06
Meet the requests of all customers for quality printing within the requested timeframes	To conduct a customer service survey to identify customer satisfaction	Date customer service survey completed	January 2003	January 2004	January 2005
	To provide quick copy jobs within 2 days after receipt of proof from customer	Percentage of quick copy delivered within 2 days	96%	98%	98%
	To complete outside printing requests within 4 weeks from receipt of order	Percent outside printing completed within 4 weeks	100%	100%	100%
Accurate and timely delivery of mail	To deliver inter-office mail within City Hall the same day if received in Mailroom by 11:45 a.m.	Percent of inter-office mail delivered on time	99%	98%	98%



**GENERAL SERVICES****VEHICLE MAINTENANCE****DESCRIPTION**

*Vehicle Maintenance provides quality maintenance and repairs to all City vehicles (except Public Works heavy equipment and Fire Services) in a fast and efficient manner, in order to decrease downtime.*

**OPERATING BUDGET**

<b>Category</b>	<b>FY 2004 Actual</b>	<b>FY 2005 Forecast</b>	<b>FY 2005 Budget</b>	<b>FY 2006 Adopted</b>
Personal Services	7,940,183	7,355,985	8,272,471	8,369,687
Supplies/Services	1,028,029	670,934	919,457	919,457
Inventory	11,096,676	9,222,359	9,595,536	9,595,536
Capital	111,051	84,535	261,900	261,900
Transfer to Fixed Assets	0	(30,000)	(261,900)	(261,900)
Total Expenditures	20,175,939	17,303,814	18,787,464	18,884,680
Charges for Services	(18,076,564)	(18,076,564)	(18,787,464)	(18,884,680)
Operating Income (Loss)	(2,099,375)	772,750	0	0
<i>Funded Staffing Level</i>	<i>281</i>	<i>138.72</i>	<i>156.00</i>	<i>156.00</i>

**FY 2006 GOALS, OBJECTIVES & PERFORMANCE MEASURES**

<b>Goal</b>	<b>Objective</b>	<b>Performance Measure</b>	<b>Actual FY 04</b>	<b>Estimated FY 05</b>	<b>Adopted FY 06</b>
Continue implementation and management of Preventative Maintenance Program	To increase customer awareness of the importance of obtaining timely PM's/inspections for heavy equipment vehicles, with the exception of special type vehicles	Average number of PM's per heavy equipment vehicle	1,774	1,903	1,742
		Percent of service centers satisfied with services received for heavy equipment	100%	85%	85%
	To perform at least 4 inspections per year for light equipment vehicles	Average number of PM's per light equipment vehicle	4,657	5,840	5,313



**GENERAL SERVICES****VEHICLE MAINTENANCE**

<b>Goal</b>	<b>Objective</b>	<b>Performance Measure</b>	<b>Actual FY 04</b>	<b>Estimated FY 05</b>	<b>Adopted FY 06</b>
		Percent of service centers who were satisfied with services received for light equipment	100%	85%	85%
Provide maintenance and repair to all air compressors in the VSC program	To respond to work orders within 72 hours	Percent of work orders responded to within 72 hours	100%	85%	85%
Monitor service center(s) budget for compliance with adopted budget	To ensure the service center(s) stay within budget by monitoring appropriation statements monthly	Percent of appropriation statements reviewed	85%	85%	85%



